



0000159027



# **SOUTHWEST GAS CORPORATION**

2014 DEC 23 A 10: 24

December 23, 2014

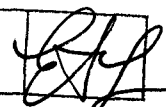
ACCURP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**

DEC 23 2014

Docket Control Office  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007-2996

**ORIGINAL**

DOCKETED BY 

Re: **Docket Nos. G-01551A-13-0327; Decision No. 74780**

Pursuant to Decision No. 74780, Southwest Gas Corporation (Company) submits the following compliance item on customer communications.

The Decision requires the Company to file a communications plan indicating the steps it will take to communicate clearly and quickly with customers who wish to understand how the details of the decoupling components of their bills have been calculated. This plan is attached.

If you have any questions, please contact me at (602) 395-4058.

Respectfully,



Matt Derr  
Regulatory Manager/Arizona

Enclosures

Cc: Richard Gayer  
Steve Olea, ACC Utilities Director  
Bob Gray, ACC Utilities Division

**Southwest Gas Corporation**  
**Plan for Responding to Customer Inquiries Regarding Arizona Decoupling and Weather Adjustments**

**Purpose:**

The purpose of this plan is to establish the steps Southwest Gas will take to communicate clearly and quickly with customers who wish to understand how the details of the decoupling components of their bills have been calculated, including the Energy Efficiency Enabling Provision (EEP) Weather Adjustment, as required by the Arizona Corporation Commission's Decision No. 74780.

**Communication Steps:**

- Front-line customer assistance representatives, who have been provided background information and a high level understanding of the decoupling components of a customer's bill – including the EEP Weather Adjustment, will attempt to respond to initial inquiries from customers.
- In the event a customer desires more information regarding the decoupling components of her/his bill after speaking with a front-line customer assistance representative, the customer will be referred to a senior customer assistance representative who has more in-depth knowledge of the mechanics of the decoupling mechanism.
- If the senior customer assistance representative is unable to adequately address the customer inquiry, a subject matter expert from the Company's Rates and Regulatory Analysis Department will then contact the customer to discuss the customer's specific inquiry and provide necessary technical support.

**Additional Communication Tools:**

**Website**

- As required by Decision No. 74780, Southwest Gas is currently updating its website content to include:
  - Detailed discussion of revenue decoupling and the EEP Weather Adjustment, including a description of the purpose of facilitating promotion of energy efficiency and stabilization of customers' winter bills through the decoupling mechanism.
  - Information to assist customers in calculating their EEP Weather Adjustment including: 10-year average heating degree days and Southwest Gas contact information for additional technical support and for customer specific daily heating degree day information.
  - Links to energy saving tips and information for Southwest Gas' Arizona Corporation Commission approved energy efficiency programs.

**Other**

- On-hold messages alerting customers to the EEP Weather Adjustment (November through April) and directing customers to Southwest Gas' website for detailed information on decoupling, including the EEP Weather Adjustment.